The Okinawa Experience: USNH Okinawa's Caregiver Occupational Stress Control Program

NAVY AND MARINE CORPS COMBAT & OPERATIONAL STRESS CONFERENCE 2010:
"TAKING ACTION, MEASURING RESULTS"

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COSC
COMBAT & OPERATIONAL STRESS CONTROL

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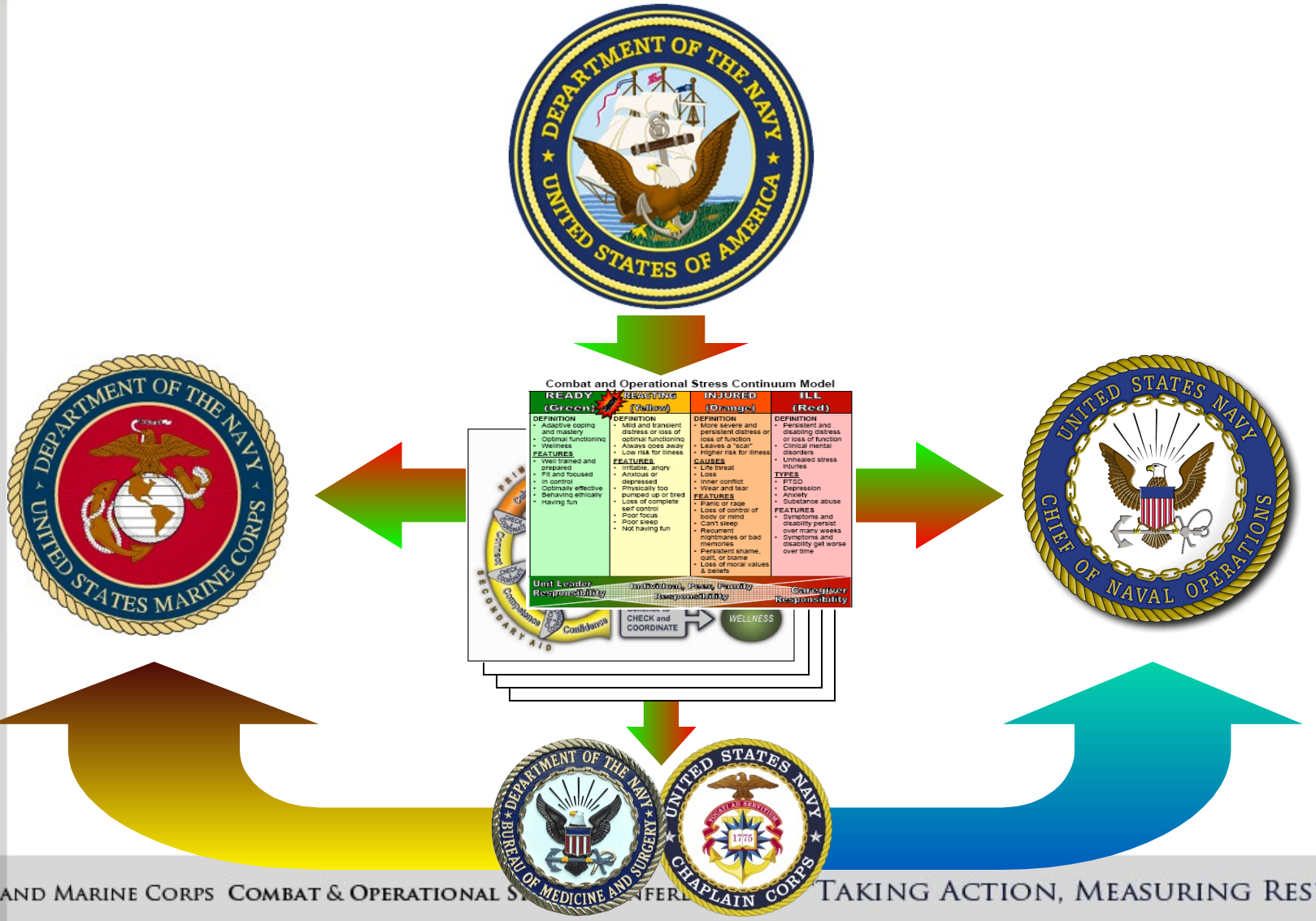
Objectives

- Participants will be able to:
- Describe the major components of Navy Medicine's Caregiver Occupational Stress Control (CgOSC)
- State how USNH Okinawa launched the CgOSC program
- Describe an assessment tool to gain identification the commands stress level
- Describe USNH Okinawa's CgOSC Team's Trials, Tribulations and Triumphs

Navy and Marine Corps Maritime Combat and Operational Stress Control Doctrine



Stress Continuum Model

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
• Good to go • Well trained • Prepared • Fit and focused • Cohesive units & ready	• Distress or impairment • Mild and transient • Anxious, irritable, or sad • Behavior	• More severe or persistent distress or impairment • Leaves lasting memories, reactions	• Stress injuries that don't heal without help • Symptoms persist for >60 days, get worse, initially return worse

Unit Leader Responsibility | **Individual, Shipmate, Family Responsibility** | **Caregiver Responsibility**

7 C's of Stress First-Aid

Seven Cs of Stress First Aid:

1. CHECK

Assess: observe and listen

2. COORDINATE

Get help, refer as needed

3. COVER

Get to safety ASAP

4. CALM

Relax, slow down, refocus

5. CONNECT

Get support from others

6. COMPETENCE

Restore effectiveness

7. CONFIDENCE

Restore self-esteem and hope

Caregiver Occupational Stress Control Overview

- To enhance the resilience of caregivers to the psychological demands of exposure to trauma, wear and tear, loss, and inner conflict
- “Caregiver” in this context are medical personnel, religious ministry teams, and family service professionals
- 3 Core Objectives
  - Early recognition of caregivers in distress
  - Peer support and action
  - Engaging in early help as needed
- Program components
  - Navy Medicine wide MTF awareness training
  - MTF Training Team Development
  - Caregiver multimedia resources for individual and team training
  - Navy Medicine wide caregiver occupational stress assessment
- Leader Action
  - Use the five core leader function in the Maritime COSC Doctrine
  - Assess the environment of care

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Background

- September 2008
  - Initiated Command Orientation Briefs
- January 2009
  - Presented CgOC to Directors
- March 2009
  - Command CgOSC training (700 staff)
  - Team training (21 members)
- April 2009
  - First CgOSC Team Meeting Discussion:
    - Create web page
    - Develop ways to identify team / Marketing
    - Measure outcomes

Trials

- Internal Web Page
  - Self-care manual
  - Team members and contact numbers
  - External Links
- Command Stress Assessment

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Assess Your Stress Level Based on the Stress Injury Continuum

Your participation in this assessment is confidential and completely voluntary.

The results of this assessment will assist in understanding caregiver occupational stress level at USNH Okinawa for development of projects to increase resiliency.

If you would like to decline click here.

For more information on staying "green", self-assessment and self-care click here. (After opening the file, to read the presentation notes put your cursor over this symbol on the top left of each slide.)

Today I feel:

Stress Injury Continuum

◯ READY (Green)	◯ REACTING (Yellow)	◯ INJURED (Orange)	◯ ILL (Red)
• Calm and Steady • Confident, Competent, & Prepared • I have a good sense of Humor • Fit and focused • At peace and Spiritually Healthy • My personal/social life is good • My unit is positive and Cohesive • There is a good order and discipline • I have a clear sense of my mission	• Mildly Distressed or impaired • Anxious, Irritable, Worried • Grouchy, Mean, or Short-tempered • I have some trouble sleeping • I'm eating too much or too little • I have difficulty concentrating • Like being left alone, apathetic, and/or lack of interest • Negative/pessimistic • I find myself cutting corners on the job • My unit's morale is negative and falling • There are minor discipline problems • There is an increase in alcohol related incidents	• More severe or persistent distress/impairment • Serious suicidal or homicidal thoughts • I have no control • Can't fall or stay asleep • I have been having recurrent vivid nightmares • Intense guilt or shame • I'm experiencing panic attacks or rage • The inability to enjoy activities • Disruption of moral values • My unit/command with low morale/divided staff • There are significant discipline problems • There are significant alcohol/drug incidents	• I have been experiencing symptoms in the orange for more than 60 days • I have been diagnosed with or have a history of: - PTSD - Depression - Anxiety - Substance Abuse And I have not been seen recently for any of the above. • I have been feeling suicidal or homicidal with a plan *All stress Illnesses MUST be referred to Medical for evaluation* *Contact your: Chaplain and/or Medical Provider*

Healthy: The Ready Green

READY Sailors

- Calm and steady
- Confident and competent
- Getting the job done
- Sense of humor
- Sleeping enough
- Eating the right amount
- Working out, staying fit
- Playing well and often
- Active socially
- Being at peace with oneself
- Healthy spirituality

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Resources

- Please contact:
  A. your LPO
  B. your DIVO
  C. Strategies for getting back to the Green
  D. Occupational Stress Control (OSC) Team Members: https://okisharept.oki.med.navy.mil/sites/OccStressCon/Lists/Contacts/AllItems.aspx
  E. Self Care Plan

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Resources

Where To Get Help – USNH Okinawa

- **USNH Okinawa has a Caregiver Occupational Stress Control (CgOSC) Team. Please feel free to contact any of the following members:**

HM3 Finney, Serena (Neurology) 643-7135
HM2 Santell, Aida (ER) 643-7338
HM2 Crawford, April (Urology) 643-7360
HM2 Murphy, Stephen (Pharmacy) 643-7557
CS1 Thompson, Jeremiah (ITD) 643-7628
LT Van Dyke, John (Chaplain) 643-7572
LCDR Ravelo, Samuel (Chap) 643-7572
LCDR Fisak, Jean (3S) 643-7590
Ms. Christine Bruce (Depl. Health) 643-7977
LTJG Bernard, Candace (3S) 643-7590
LTJG Lopez, Jacqueline (3S) 643-7590
LTJG Tomblin, Nicky (3E) 643-7550
LT Brenner, Danyell (LCSW) 643-7722

The CgOSC team has a link on SharePoint where you can find the Self-Assessment and Self-Care Plan Workbook (Figley and Figley).

For unit or individual training, please contact any of the CgOSC Team members.

Thank you for your time.

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Resource

Thank you for your time!

Would you like to be contacted by a CgOSC team member? Click here

***Updated and added to monthly assessment 14 October 2**

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Resource

Please enter your name, email address, and/or phone number
and a CgOSC team member will contact you.

Name: _____
Email: _____
Phone: _____

Submit Reset

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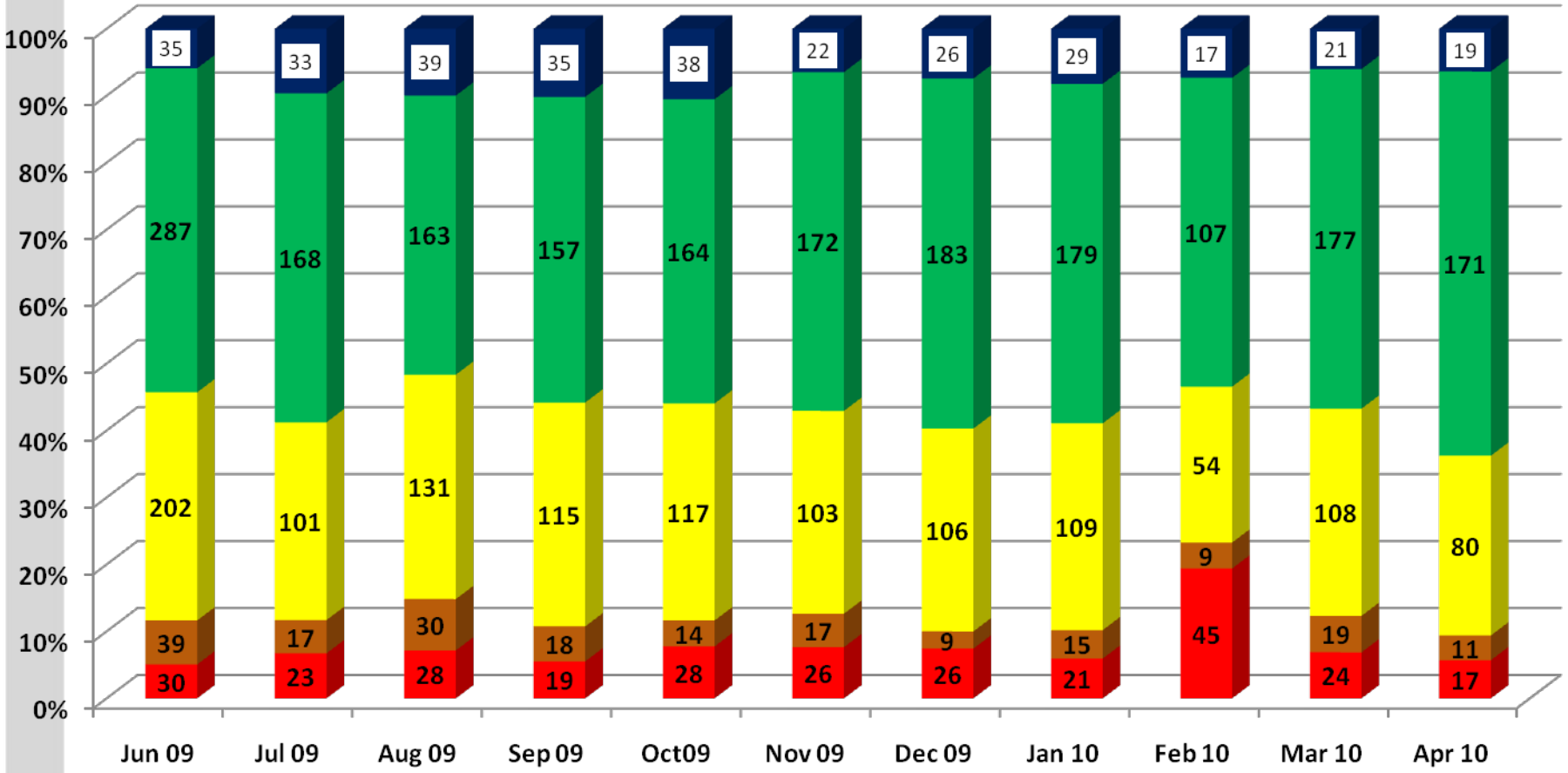
Data from Stress Assessment (2009)

Data Collection Period: **27 May to 26 June**	
Total Responses: 593	
Color	Percentage
Red 30	5.06
Orange 39	6.58
Yellow 202	34.06
Green 287	48.40
Declined 35	5.90

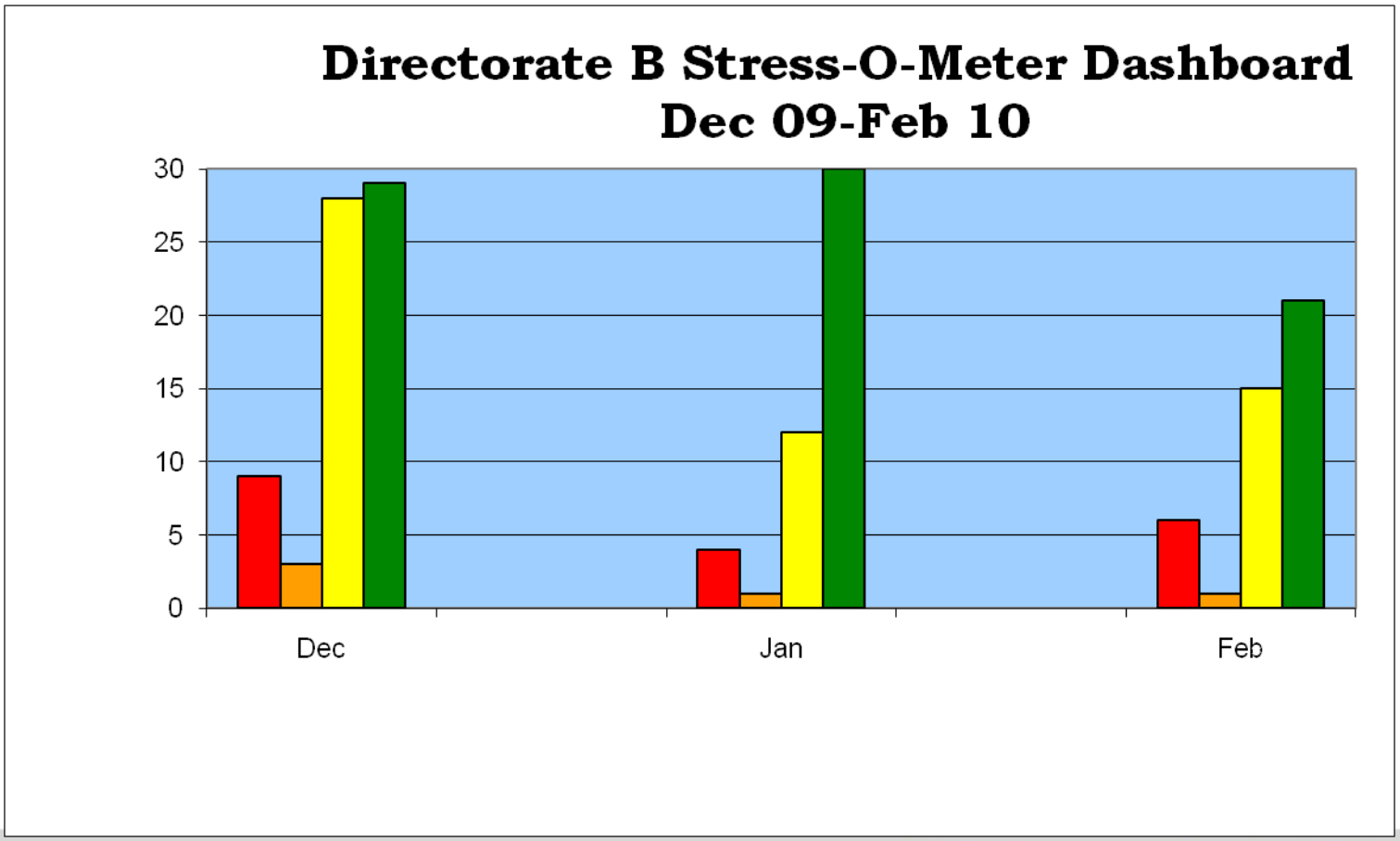
Data Collection Period: **27 June to 26 July**	
Total Responses: 342	
Color	Percentage
Red 23	6.73
Orange 17	4.97
Yellow 101	29.53
Green 168	49.12
Declined 33	9.65

Data Collection Period: **27 July to 26 August**	
Total Responses: 391	
Color	Percentage
Red 28	7.16
Orange 30	7.67
Yellow 131	33.50
Green 163	41.69
Declined 39	9.97

COMBINED DATA: JUNE 2009 - APRIL 2010



Directorate Stress-O-Meter



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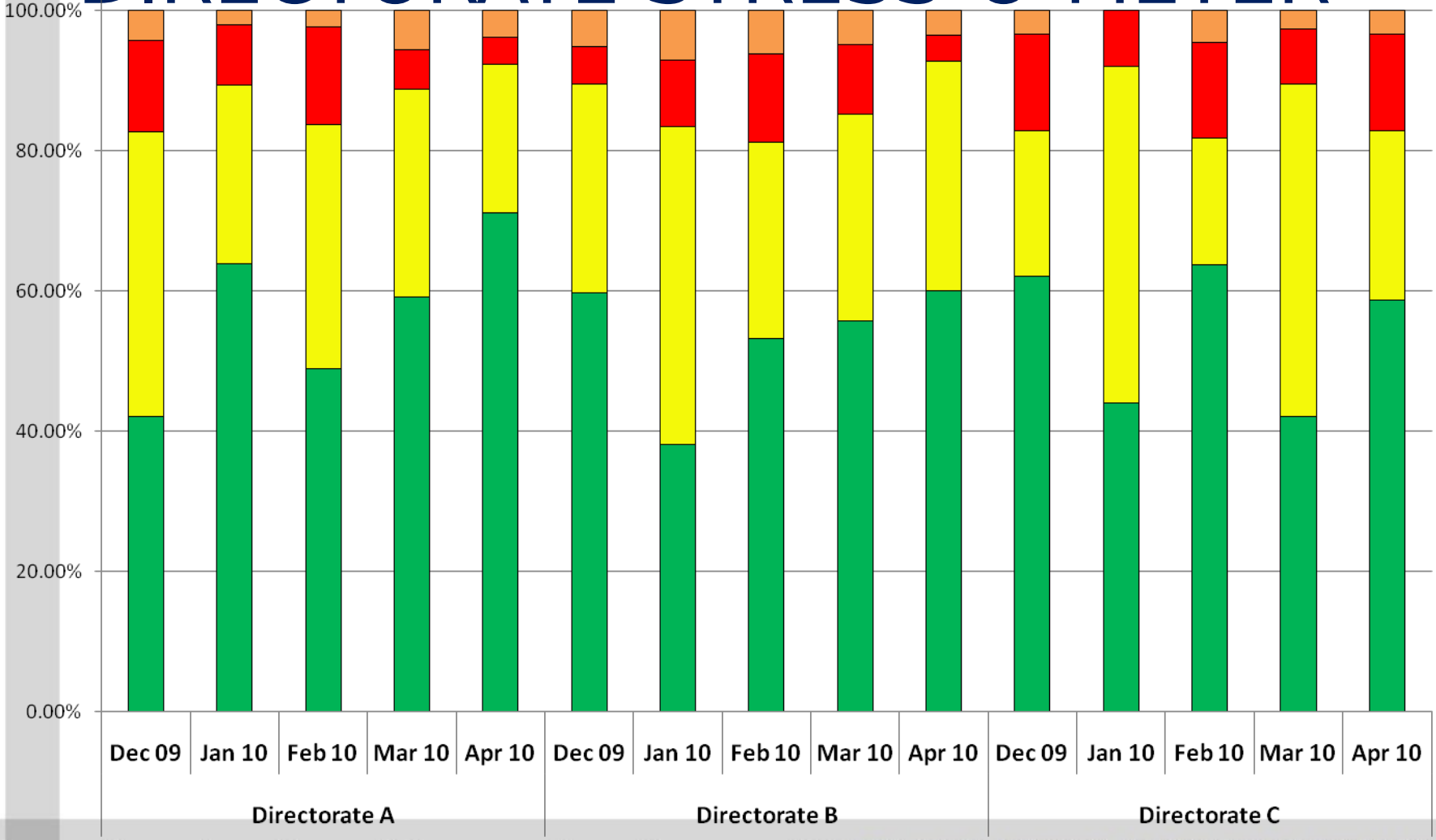

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Tribulations

- Big Picture
  - High OPTEMPO
- Down in the Trenches
  - Retribution
  - False Positive Responses
  - Concern for Privacy

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Tribulations

- Slower initiating assessments/ training:
  - Little time for team to allocate time to the CgOSC program
- Limited Mental Health Assets

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Triumphs

- Strong Command Support
- Intensive Marketing Strategies
- Incorporated "OSCAR" into the Customer Relations Program
- Continued Command Orientation Briefs; April - COSFA Continuous and Primary Aid training

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Questions
or
Comments